

Head of People

About the role

Head of People

In your role as Bluebell Wood's Head of People, you will craft and implement a contemporary People plan that aligns with our strategy, fosters a positive culture, and seamlessly integrates our HR and Volunteering efforts.

As we prepare to launch our new organisational strategy in April 2025, we've collaboratively developed new values that reflect our vision. It's an exciting time to join Bluebell Wood and especially in such a key role. You will engage with colleagues at all levels to understand their needs and goals, ensuring our People plan drives positive organisational change and enhances the experience for our 120 colleagues and 280 volunteers.

Reporting to the CEO and working closely with leaders and managers, you will focus on attracting, retaining, and developing a diverse and talented workforce. You will champion a culture of learning, innovation, and collaboration, ensuring Bluebell Wood adheres to all relevant employment legislation and best practices.

Leading a small, dedicated team, you will oversee and enhance the HR and volunteer lifecycle, learning and development activities, policies, and processes. Given our team's size, this role is hands-on and dynamic.

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| Reporting to | Chief Executive |
| Line managing | HR Advisor Payroll Officer HR Administrator Volunteer Services Manager |
| Where and when | You will be based at the hospice, Cramfit Road, North Anston, Sheffield, S25 4AJ. The role is full time. We support hybrid working at Bluebell Wood, but due to the importance of this role in all our People work, we'd like you to be present in the hospice itself at least 3 out of 5 days per week. |
| Closing date for CV and supporting statement | Midday Monday 7 th April |
| Interview date | Tuesday 22 nd April in person at the hospice |
| Contact for information or questions | About the process: recruitment@bluebellwood.org About the role heidi.hawkins@bluebellwood.org |

What you'll be part of

We care for families across South Yorkshire, North Nottinghamshire, North Derbyshire and parts of North Lincolnshire and our support services are wide ranging and bespoke to each family.

At Bluebell Wood Children's Hospice, we provide specialist palliative care for babies, children and young adults whose lives are sadly just too short, both in their own homes and at our hospice in North Anston.

We believe that every family deserves to make magical memories with their child, whether they have years, months, weeks, or days together, and therefore offer wider family centred holistic support services alongside the provision of care for their children. We support children and families from the point of diagnosis through to end of life and beyond.

Our hospice opened its doors on 19th September 2008, and since then we've here for families facing the toughest of times; we have plenty of fun activities for families to create special memories together, including soft play, sensory activities, cinema, play and music therapy, and fun in our large gardens.

We accept referrals up to a person's nineteenth birthday and can support current young people through to the age of twenty-five.

The services and support offered are completely free of charge to families and are provided in the hospice, in the home, and across the community.

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| Planned short breaks at the hospice and at home | Hospice day services | Physiotherapy |
| Care after death | In-reach into hospitals | Symptom management |
| Advance care planning | 24/7 telephone advice | Transition support service |
| Parent/carer wellbeing | Music therapy | Counselling |
| Bereavement support | Wishes and grants | Advocacy services |
| Sibling support | | |

We have a staff team of 121, across Care services, HR, Volunteering, IT, Income Generation, Facilities and Estate and we're supported by 205 volunteers.

Each year we need to raise £6.5million to provide these services and over 80% of our income comes from voluntary donations and our income generation activities. The support we receive from individuals, groups and businesses in our local communities is absolutely invaluable.

Please take a look at [our website](#) and social media to find out much more about us.

JOB DESCRIPTION

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| TITLE OF POST: | Head of People |
| ACCOUNTABLE TO: | CEO |
| DIRECT REPORTS: | Volunteer Services Manager, HR Advisor, HR Administrator, Payroll Officer |
| HOURS: | Full time - 37.5hrs per week. Hybrid working is supported but due to the nature of this role, you will be required onsite at least three days/60% of your working week. |
| NOTICE PERIOD: | 12 weeks |
| SALARY: | £56,374 |

Job purpose:

Bluebell Wood aims to enhance and create 'An Incredible Culture' that fosters inclusivity, innovation, and a sense of belonging. The goal is to create an environment where everyone can thrive and where all efforts clearly contribute to our aims and mission.

The Head of People will provide a balance of strategic and operational responsibilities to develop and implement an integrated People (HR and Volunteering) strategy and workplans which align with our overall aspirations.

Working closely with the Strategic Leadership (SLT) and Operational Management Team (OMT) members, the Head of People will ensure the People Team provides an expert and responsive service across a range of strategic and operational workforce issues.

The Head of People will ensure Bluebell Wood operates effective people practices, manages risk, complies with appropriate legislation and standards, and treats all staff and volunteers fairly.

What does success look like in this role:

- The successful embedding of our values through all our people related activities.
- A workforce that effectively delivers the organisational strategy.
- A high-quality, responsive, and reputable integrated HR and volunteering service that empowers effective management, built on trust, confidence, transparency, and integrity.

Main duties & responsibilities:

- Develop and implement an integrated People plan to support the hospice strategy and culture, facilitate a great colleague experience and positive organisational change.
- Monitor and evaluate the impact and effectiveness of the integrated People plan.

- Report on progress, people related KPIs and workforce related risks to the Strategic Leadership Team (SLT) and Board sub-committee.
- Support the CEO and SLT with advice and proactive suggestions for organisational improvement in areas such as organisational design, change management, talent management, succession planning, and colleague engagement.
- Identify opportunities for, and take a leading role in, cultural development, organisational development and change, and L&D initiatives which reflect our values and foster a sense of belonging, engagement, and wellbeing among colleagues.
- Lead and manage the People team, providing guidance and coaching to ensure the delivery of high-quality, efficient HR and Volunteering services and systems.
- Maintain our People policies and processes, ensuring changes to employment law and emerging good practice are promptly adopted.
- Work with colleagues in the Income Generation team in creating effective internal communications methods.
- Develop effective relationships with internal and external stakeholders, including engaging special interest or working groups, to make Bluebell Wood an employer of choice and a great place to work.
- Support people managers with managing change in their teams including employee relations and consultations, and guidance on legal processes.
- Oversee recruitment, induction, performance management, and L&D, ensuring that we attract, retain, and develop a diverse and talented workforce.
- Oversee effective management, delivery and improvement of:
 - Employee engagement including pulse survey, staff events, internal communications. Programmes including wellbeing, safeguarding, ED&I. Annual appraisals, personal development planning and job description reviews.
 - L&D planning, administration of learning (requests, events, evaluation etc.), budget, and apprenticeships.
 - HR Management including starters, changes, leavers, job evaluation, recruitment, onboarding, retention, diversity, payroll, absence, systems and data.
- Role model Bluebell Wood's values and behaviours.

General

All Bluebell Wood employees are required to:

- Abide by the Health & Safety at Work Act
- Adhere to policy and procedures around safeguarding children and young adults
- Respect confidentiality applying to all Hospice areas
- Work within Hospice policies and procedures
- Comply with the Hospice no smoking policy

- Participate in and contribute to team meetings
- Co-operate and liaise with colleagues
- Behave in a professional manner at all times, reflecting and maintaining the values and ethos of Bluebell Wood
- Driving license with access to own vehicle

All Bluebell Wood employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence
- Support and encourage harmonious internal and external working relationships
- Make a positive contribution to fundraising and raising the profile of the Hospice

At Bluebell Wood Managers:

- Listen
- Seek to understand
- Seek resolution
- Invite input
- Share timely and appropriate information
- Answer questions
- Agree realistic standards
- Be good role models: discreet, professional, genuine
- Be open to new ideas
- Treat everyone fairly
- Ensure 121s and appraisals are happening as they should
- Are approachable
- Are supportive
- Are present
- Encourage personal development
- Value experience and knowledge
- Practice good professional boundaries
- Promote an inclusive environment
- Acknowledge and celebrate wins
- Champion their team
- Empower and enable
- Challenge undesirable behaviours quickly and appropriately
- Address and seek to resolve conflicts impartially
- Promote a positive culture
- Encourage self-awareness and reflection within their team
- Encourage collaboration

- Support colleagues to manage personal issues which affect work
- Promote a healthy work-life balance
- Support a balanced mix of hybrid working, appropriate to each role but always seeking to build a one team culture
- Be clear about when and why it's not appropriate to share information

This job description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Person Specification

Our ideal Head of People will have the following knowledge, skills, experience, and qualities. We all have different experiences, so we don't expect all candidates to meet every requirement. If you have a few gaps and a plan on how you would address these, we would love to hear from you.

| Skills, knowledge and experience | E or D* |
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| CIPD level 7 qualified and a member of Chartered Institute of Personnel Development with a commitment to ongoing professional development. | E |
| Significant HR generalist experience, including working at a high level in a complex organisation. | E |
| Excellent leadership and management skills, with the ability to inspire, motivate, and develop a high-performing team. | E |
| Strong knowledge and understanding of UK employment law and best practices, and the ability to apply them in a practical and pragmatic way. | E |
| Experience in specialist areas e.g. ED&I, Wellbeing, L&D, OD, talent management. | D |
| Demonstrable experience of developing and implementing people strategies and policies that support organisational objectives and development. | D |
| Experience working in a generalist HR / People team, advising and supporting managers at all levels. | E |
| Strong organisational skills, ability to adapt and deal with conflicting demands, problem solve and achieve deadlines. | E |
| Ability to build positive relationships and networks with colleagues and external parties at all levels. | E |
| Comprehensive understanding of HR policies and procedures, including up to date knowledge of employment legislation and best practice in employment. | E |
| Experience of leading, managing and supporting colleagues through organisational change | D |
| Experience of managing a HR system and related activities to ensure accurate data and reporting. | E |

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| Confident and personable | E |
| A can do and positive attitude | E |
| Approachable and diplomatic | E |
| Flexible and adaptable to change | E |
| Self-motivated, able to work alone, and collaborate with others across the organisation. | E |
| Pragmatic problem solver | E |
| Legally entitled to work in this country | E |

*Essential or Desirable

How to apply

If you would like to apply for this role, please send the following documents to hr@bluebellwood.org by midday on Monday 7th April

- Your CV. Ideally in Microsoft Word format and less than 3 pages of A4.
- A supporting statement which demonstrates how you meet the person specification. Your supporting statement should be no more than 2 pages of A4.
- A completed equalities monitoring form.

We will shortlist candidates based on their CV and supporting statements. Shortlisted candidates will be invited to a recruitment day at the hospice on Tuesday 22nd April which will be in person and will include delivering a presentation, a formal panel interview and a less formal discussion with wider colleagues.

For any questions about the process, please email: recruitment@bluebellwood.org

For any questions about the role, to have an informal chat, or to arrange a visit, please email: heidi.hawkins@bluebellwood.org

Closing date for applications: midday Monday 7th April 2025

Please make sure you provide your contact details in your email. We'll contact you to let you know whether we would like to meet you.

Please note the interview date above and let us know if you can't make this date or if there are adjustments you might need to participate fully in the process. We will try to be flexible.

To be considered for this role you must have the right to live and work in the UK for your application to be progressed.